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PATENTS

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
McIlwaine et al.)
Serial No.: 10/785,543) Examiner: Nguyen, Quynh H.
Filed: February 24, 2004) Art Unit: 2614
For: Method and System for Delivery of) Confirmation No. 8142
Individualized Training to Call Center)
Agents)

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98.

This Information Disclosure Statement ("IDS") is being filed under 37 C.F.R. § 1.97(b) before the mailing date of a first Office Action on the merits (37 C.F.R. § 1.97(b) (3)). No fee is required. In the event that a first Office Action on the merits has been issued, please consider this IDS under 37 C.F.R. § 1.97(c) and charge Deposit Account No. 11-0980 a fee in the amount of \$180.00 as required by 37 C.F.R. § 1.17(p).

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Michael L. Wach, Reg. No. 54,517

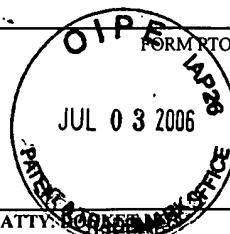
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Respectfully submitted,



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FORM RTO-1449, Adapted

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LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTY. REFERENCE NUMBER 07117.105018	SERIAL NO. 10/785,543	FILING DATE February 24, 2004
APPLICANT McIlwaine et al.		GROUP 2614

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA	5,278,898	1/11/1994	Cambray et al.	379	266	5/30/1991
AB	6,704,410 B1	3/9/2004	McFarlane et al.	379	265.05	6/1/2000
AC	6,856,680 B2	2/15/2005	Mengshoel et al.	379	265.06	9/24/2001
AD	7,043,193 B1	5/9/2006	Vashi et al.	434	353	8/15/2000
AE						
AF						
AG						
AH						
AI						
AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO
AK	WO 2006/039670 A2	4/13/2006	PCT	Knowlagent, Inc.	
AL					
AM					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AN	Genesys; <i>Genesys and SLS Implement a Next Generation Skills Based Routing Solution for O2</i> ; News Release; May 10, 2005
AO	Silver Lining Solutions; <i>Agent Skills Management for Genesys</i> ; Downloaded June 26, 2006 from www.silverlining.uk.net/genesys
AP	
AQ	

4140219

EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	